

BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 2020-224-C

IN RE:	Michael Madden,)	
)	
	Complainant/Petitioner,)	
)	MOTION TO DISMISS AND TO HOLD
	v.)	DEADLINES AND HEARING DATES
)	IN ABEYANCE
	Charter Spectrum (Charter)	
	Communications),)	
)	
	Defendant/Respondent)	
)	

Pursuant to 10 S.C. Code Ann. Regs. 103-829 (2020) and Rules 12(b)(1) and 12(b)(2), SCRCF, Charter Fiberlink-SC CCO, LLC (“Charter Fiberlink”) and Charter Communications, LLC,¹ d/b/a Spectrum, (“Charter Communications”)² hereby moves that the Public Service Commission of South Carolina (“Commission”) to dismiss the above-captioned matter because (i) Charter Communications is not a regulated telecommunications carrier subject to the Commission’s jurisdiction; (ii) Charter Fiberlink does not provide, and has not provided at any time relevant hereto, regulated utility services to the Complainant; and (iii) the Commission lacks jurisdiction to regulate rates for Spectrum TV services, which forms the basis of the Complaint in

¹ It is not clear whether the Commission intended instead to identify Charter Communications, Inc., which is the ultimate parent company in the Charter family of companies, as a Defendant to the Complaint. However, the arguments in this Motion apply equally to Charter Communications, Inc. as they do to Charter Communications, LLC.

² Defendants note that the case is incorrectly captioned. The defendants named in the Commission’s Revised Scheduling Notice, dated September 11, 2020, are Charter Communications, LLC and Charter Fiberlink-SC CCO, LLC.

this case. Defendants further move that the Commission hold in abeyance the deadlines and hearing date set forth in the Commission's Revised Scheduling Notice, issued by the Clerk's Office on September 11, 2020, until such time as the Commission may consider and resolve this Motion to Dismiss.

BACKGROUND

On September 2, 2020, Complainant/Petitioner, Michael S. Madden ("Mr. Madden") filed a Complaint with the Commission complaining of certain billing practices by Charter Communications. Specifically, Mr. Madden seems to be objecting to bill amounts that were higher than he expected them to be over the last few months, and, in particular, an increase in his Charter Communications' bill amount for the June 2020 billing period.³ *See* (Exh. A, Email of Ms. Skye Robinson Barnes, S.C. Office of Regulatory Staff, to Ms. Pamela Wilcox, Government Affairs (S.C.), Charter Communications, LLC, July 15, 2020) (noting that Mr. Madden complained that "his latest bill totaled \$194.51..." relative to prior bills that "ranged around \$155.77").⁴

A review of Mr. Madden's Charter Communications bills reflects that he purchases video, internet and voice services from Charter Communications. Examining the three monthly bills preceding the June 2020 bill shows that the total March 2020 bill was \$155.77, which consisted of \$53.97 for Spectrum TV,⁵ \$59.99 for Spectrum Internet,⁶ \$19.99 for Spectrum Voice,⁷ \$13.50 in

³ From a review of his Charter Communications bills since March 2020 and ORS's communications with Charter Communications on July 15, 2020, (Exh. A), it's clear that the filing of this Complaint was triggered by the increase in the amount for Spectrum TV services in Mr. Madden's June 2020 bill.

⁴ *Swicegood v. Thompson*, No. 2018-000008, 2020 WL 3551786, at *3 (S.C. Ct. App. July 1, 2020) (noting that evidence outside the pleadings is permitted to "be considered in support of a motion to dismiss based on lack of jurisdiction").

⁵ Spectrum TV offers a variety of cable television packages to customers.

⁶ Spectrum Internet provides customers with high-speed internet connections.

⁷ Spectrum Voice provides reliable, fully equipped telephone service to customers.

other charges (i.e., broadcast TV surcharge), and \$8.32 in taxes, fees, and charges. (Exh. B, Spectrum Bills to Mr. Madden for the March through August 2020 billing periods).⁸ The total bill and specific breakdown for the April 2020 and May 2020 billing periods are identical. (*Id.*).

For the June 2020 billing period, however, Mr. Madden was charged a total billed amount of \$194.51, which consisted of **\$88.47** for Spectrum TV, \$59.99 for Spectrum Internet, \$19.99 for Spectrum Voice, \$13.50 in other charges (i.e., broadcast TV surcharge), and \$12.56 in taxes, fees, and charges. The increase in the June 2020 catalyzed Mr. Madden's dispute with Charter Communications and the subsequent filing of this Complaint. *See* (Exh. A). This increase, however, was *exclusively* the result of a \$34.50 increase in Mr. Madden's Spectrum TV service and corresponding \$4.24 increase in taxes, fees, and charges.

Prior to the filing of this Complaint, Charter Communications corresponded with Mr. Madden in a good faith effort to explain that the increased rate for Spectrum TV services in the June 2020 bill was caused by the expiration of a promotional discount. Charter Communications offered Mr. Madden other promotional discounts to lower his total bill, as is reflected in his July 2020 and August 2020 billing statements that total \$136.87 and \$141.86, respectively. (Exh. B). Charter Communications advised Mr. Madden, however, that these promotional discounts would likewise expire at which time standard rates for the services would apply.

LEGAL STANDARD

"The [Commission] is a government agency of limited power and jurisdiction...." *Kiawah Prop. Owners Grp. v. Pub. Serv. Comm'n of S.C.*, 359 S.C. 105, 109, 597 S.E.2d 145, 147 (2004) (citation omitted). "The commission is vested with power and jurisdiction to supervise and regulate the rates and service of every public utility in this State." S.C. Code Ann. § 58-3-140(A). The

⁸ *See* note 4 *supra*.

Commission must dismiss a complaint where it lacks subject matter jurisdiction. *See In Re: Ms. Karen Million, Complainant, vs. Duke Power, Respondent*, No. 2002-401-E, 2003 WL 26623919, at *1 (Mar. 5, 2003) (“Even though this Commission is not a Court, it acts as a deliberative body in certain areas, and therefore would be equivalent to a Court for purposes of the question of subject matter jurisdiction.”); *McAvoy v. Hilton Head Island-Bluffton Chamber of Commerce*, No. 2017CP0701766, 2018 WL 8193797, at *1 (S.C. Com. Pl., Beaufort County, Mar. 09, 2018) (Buckner, J.) (“A court must dismiss a complaint whenever the court lacks subject-matter jurisdiction”).

ARGUMENT

I. The Complaint Must Be Dismissed As To Charter Communications, LLC Because Charter Communications Is Not a Regulated Telecommunications Carrier Subject To The Commission’s Jurisdiction.

Charter Communications is a cable operator and broadband communications service company providing video, internet, and voice services to customers through its affiliated corporate entities. Charter Communications, however, is *not* a regulated telecommunications utility subject to the Commission’s jurisdiction, and therefore, is not identified as a regulated telecommunications entity by the S.C. Office of Regulatory Staff (“ORS”). *See* S.C. Office of Regulatory Staff, Regulated Telecommunications Utilities, <https://ors.sc.gov/regulated-utilities/telecommunications> (last accessed September 20, 2020). For this reason alone, the Complaint must be dismissed as to Charter Communications. *See* S.C. Code Ann. § 58-3-140(A) (limiting Commission powers and jurisdiction to rates charged by regulated utilities); Rule 12(b)(2), SCRCF (requiring jurisdiction over the person).

II. The Complaint Must Be Dismissed As to Charter Fiberlink-SC CCO, LLC Because Charter Fiberlink Does Not Provide Utility Services to Complainant/Petitioner, Michael S. Madden.

Charter Fiberlink, an affiliate of Charter Communications, is identified by the ORS as a regulated telecommunications entity and classified as an Interexchange Carrier/Long Distance Carrier and Competitive Local Exchange Carrier. *See* S.C. Office of Regulatory Staff, Regulated Telecommunications Utilities, <https://ors.sc.gov/regulated-utilities/telecommunications> (last accessed September 20, 2020). Charter Fiberlink, however, is not a provider of video or internet services, and, in particular, does not provide Spectrum TV service,⁹ which is the subject of Mr. Madden's Complaint. Nor has Charter Fiberlink provided, at any time relevant hereto, voice services to Mr. Madden.¹⁰ For these reasons, the Complaint must be dismissed as to Charter Fiberlink. *See* S.C. Code Ann. § 58-3-140(A) (limiting Commission powers and jurisdiction to rates charged by regulated utilities).

III. The Complaint Must Be Dismissed As To Both Charter Communications, LLC and Charter Fiberlink-SC CCO, LLC Because The Commission Lacks Jurisdiction to Regulate Rates for Spectrum TV Services.

Mr. Madden complains of an increase in the total cost of his internet, video, and voice service bill catalyzed by a \$34.50 increase for Spectrum TV services in the June 2020 billing period. *See* (Exh. A). The rise in the rates for Spectrum TV services resulted from the expiration of a promotional discount that Charter Communications had previously provided to Mr. Madden, as a complimentary service. Critically, Mr. Madden's Spectrum Voice rates for home telephone

⁹ Spectrum TV or video services are provided to Mr. Madden by Spectrum Southeast, LLC, a provider of cable television services.

¹⁰ Spectrum Voice services are provided to Mr. Madden by Spectrum Advanced Services, LLC, a provider of voice over Internet protocol services.

services did not increase at any time relevant hereto, and, in fact, decreased in the July and August 2020 billing periods. *See* (Exh. A).

The law is clear that cable company rates for the provision of retail cable television service ***do not*** fall within the Commission's limited grant of statutory power and jurisdiction. *Compare* S.C. Code Ann. § 58-3-140(A) (granting the Commission power and jurisdiction to regulate rates of statutorily defined "public utility[ies]") *with* S.C. Code Ann. § 58-3-5 (showing that cable companies providing retail cable television services do not fall within the definition of a "public utility"). Accordingly, the Commission must dismiss this Complaint because it lacks the statutory authority and subject matter jurisdiction to resolve disputes concerning cable television rates. *See* Rule 12(b)(1), SCRCP (requiring jurisdiction over the subject matter).

CONCLUSION

For the foregoing reasons, Defendants respectfully request that Mr. Madden's Complaint be dismissed. Defendants further move that the Commission hold in abeyance the deadlines and hearing date set forth in the Revised Scheduling Notice, which were issued by the Clerk's Office on September 11, 2020, until such time as this Motion to Dismiss may be considered and resolved by the Commission, and for such other relief as may be fair and equitable.

[SIGNATURE PAGE FOLLOWS]

Respectfully submitted,

Mitchell Willoughby
Mitchell Willoughby, Esquire
Andrew J. D'Antoni, Esquire
WILLOUGHBY & HOEFER, P.A.
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PO Box 8416
Columbia, SC 29202-8416
Phone: (803) 252-3300
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mwilloughby@willoughbyhoefer.com
adantoni@willoughbyhoefer.com

*Attorneys for Charter Communications,
LLC & Charter Fiberlink-SC CCO, LLC*

Columbia, South Carolina
September 21, 2020

From: [Robinson Barnes, Skye](#)
To: [Regulatory.Complaints](#)
Cc: [Wilcox, Pamela](#)
Subject: [EXTERNAL] ORS Complaint - Michael Madden
Date: Wednesday, July 15, 2020 3:06:11 PM

CAUTION: The e-mail below is from an external source. Please exercise caution before opening attachments, clicking links, or following guidance.

Dear Ms. Pamela Wilcox –

Michael Madden **REDACTED** **REDACTED** contacted the Office of Regulatory Staff (“ORS”) and filed a complaint against Spectrum. According to Mr. Madden, he states that three (3) months ago he returned his DVR equipment and cancelled the feature on his plan to reduce his bill. He states the first and second month the total of the bills ranged around \$155.77 which was less than the amount he paid when the DVR feature was active. Unfortunately, his latest bill totaled \$194.51 which he states was \$38.77 more than when he had DVR. Mr. Madden states that he is a senior citizen and on a fixed income. He has been attempting to lessen his monthly payments without ridding of the service entirely but the utility continues to make monthly payments difficult. He advised that he switched to Spectrum for the low prices they advertised, but now his monthly payments are more than his previous bills with another utility. He would like some assistance creating a plan to which meets both his payment and utility needs.

At this time, the consumer is looking for the following solutions: to have complaint addressed by a representative of the utility, to have monthly billing amounts decreased, and to discuss his grievances with a knowledgeable representative.

Mr. Madden can be contacted at **REDACTED**, should you have any additional questions or concerns. Thank you in advanced for your time and efforts used in addressing the consumers concerns.

Sincerely,



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I have three lines and was able to mix and match our plans. **Saving over \$780 a year.**

Kathy,
former Verizon customer

MOST PEOPLE CAN SAVE OVER **\$700 PER YEAR™**

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\$45 /line mo[^]

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Call **1-844-822-4647** or visit SpectrumMobile.com



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 03292020 NNNYNN 01 004187 0016

MICHAEL MADDEN
REDACTED
REDACTED



835110002433393800155770



Page 2 of 6

March 28, 2020

Account:
Security Code:

MICHAEL MADDEN

REDACTED

REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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NO ADDED TAXES OR FEES

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BY THE GIG
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by switching to Spectrum Mobile.

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Switch to Spectrum Mobile and start saving today.
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Spectrum mobile®

General: Offer good through 05/31/2020, subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. "Fastest Overall Speed" claim based on Nielsen Mobile Performance cellular and WiFi speed test results for Spectrum, Verizon, AT&T, T-Mobile and Sprint mobile customers in Spectrum service area from 01/01/19 to 09/22/19. "Most reliable" claim based on 2018 FCC Measuring Broadband America report and RootMetrics® by IHS Markit's RootScore® Reports: 1H 2019. RootMetrics® test used best commercially available smartphones on 4 national mobile networks across all available network types. Experiences may vary. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply.

Spectrum Mobile: Spectrum Internet subscription required. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto-pay required. Bring your own device; valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/byod to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. **Unlimited:** After 20 GB per line, you may experience reduced speeds for the rest of the billing cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 800 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to SpectrumMobile.com/broadband. **By the Gig:** With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of service. Each line gets one gigabyte (GB) of data that can be shared among all By the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. For additional details, visit SpectrumMobile.com/support.

**Based on information provided by more than 1,000 customers as of 10/16/19. 76% of consumers could potentially save over an average of \$60 a month / \$720 a year by switching to Spectrum Mobile. To access 5G service, 5G compatible phone, unlimited data plan, and 5G network connection required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with all 5G networks. If 5G phone not compatible with 5G network or 5G network is not available in your area, phone will automatically revert to the 4G network. 5G coverage will continue to expand throughout 2020 and beyond. Speeds may vary. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Visit Spectrum.com/policies/mobile-terms for full terms and conditions. ©2020 Charter Communications.

SAZKFG33





March 28, 2020
Account Number:
Security Code:
Service At:

REDACTED
REDACTED
REDACTED
REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 03/28/20 through 04/27/20
details on following pages

Previous Balance	170.35
Payments Received -Thank You!	-170.35
Remaining Balance	\$0.00
Spectrum TV™	53.97
Spectrum Internet™	59.99
Spectrum Voice™	19.99
Other Charges	13.50
One-Time Charges	0.00
Taxes, Fees and Charges	8.32
Current Charges	\$155.77
Total Due by 04/14/20	\$155.77

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay)

READY TO MOVE? WE'LL DO THE HEAVY LIFTING. Call Spectrum to transfer your services and we'll have them set up on your schedule. Download the My Spectrum App for the most convenient way to handle all of your account needs, pay bills and more. Our flexible 1-hour service windows respect your time and make installation easy. Plus! Call to learn about self-installation options if you'd like to handle the move on your terms. Let's get moving. **Call 1-855-242-5528 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**

IT'S TIME FOR AN ENTERTAINMENT UPGRADE WITH 50+ MORE CHANNELS. Thousands of movies and shows On Demand. Must-see entertainment on HBO® and SHOWTIME®. There are so many reasons to upgrade to the Spectrum TV® Silver package. Stream your way and enjoy can't-miss entertainment on 175+ channels, HBO® and SHOWTIME®. **Go to CHANNEL 2495 to upgrade instantly or visit [SPECTRUM.COM/SILVER](https://spectrum.com/silver)**

CUSTOMERS ARE ENJOYING REAL SAVINGS WITH SPECTRUM MOBILE. Get **FREE** nationwide talk & text, including Canada and Mexico and enjoy coverage from coast to coast. Switch data plans at any time and keep your phone number. 5G now available with Spectrum Mobile. Make the switch to Spectrum Mobile today. **Call 1-844-805-2929 or visit [SpectrumMobile.com](https://spectrummobile.com)**

March 28, 2020

MICHAEL MADDEN

Account Number:
Service At:

REDACTED
REDACTED
REDACTED

Total Due by 04/14/20 **\$155.77**
Amount you are enclosing \$



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 03292020 NNNYNN 01 004187 0016

MICHAEL MADDEN
REDACTED
REDACTED



Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188



835110002433393800155770



Page 4 of 6

March 28, 2020

Account Number: MICHAEL MADDEN
Security Code: REDACTED

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 03292020 NNNYNNYNN 01 004187 0016

Charge Details

Previous Balance		170.35
Credit Card Payment	03/08	-170.35
Remaining Balance		\$0.00

Payments received after 03/28/20 will appear on your next bill.

Service from 03/28/20 through 04/27/20

Spectrum TV™

Spectrum TV Select		72.49
Basic TV & Expanded Basic TV Services		
TV Select \$37.99 12mos		-34.50
Digital Receivers and Interactive Services	2 Receivers at \$7.99 each	15.98
Spectrum TV™ Total		\$53.97

Spectrum Internet™

Internet Service		69.99
Internet Discount		-10.00
Spectrum Internet™ Total		\$59.99

Spectrum Voice™

Phone number REDACTED		
Unlimited Long Distance		29.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands		
Voice Discount		-10.00
Spectrum Voice™ Total		\$19.99

Spectrum Voice™ Continued

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total **\$19.99**

Other Charges

Wire Maintenance		4.99
3play Wire Maint Free		-4.99
Broadcast TV Surcharge		13.50
Other Charges Total		\$13.50

One-Time Charges

Change Of Service	03/17	0.00
Change Of Service	03/17	0.00
One-Time Charges Total		\$0.00

Taxes, Fees and Charges

FCC Admin Fee		0.08
Sales Tax		4.25
Franchise Fee		3.99
Taxes, Fees and Charges Total		\$8.32

Current Charges **\$155.77**
Total Due by 04/14/20 **\$155.77**

Messages continued from page 1

THE INTERNET UPGRADE YOU WANT AT THE PRICE YOU LOVE. Download large files in seconds, stream HD shows & movies on all your devices, enjoy multiplayer gaming and connect doorbell cameras and smart thermostats. Spectrum Internet® Ultra for just \$20 more a month. Upgrade today. Call 1-844-819-7359.

Continued on the next page....

Local Spectrum Store: 1042 Woodruff Rd, Greenville SC 29607 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3207 N Pleasantburg Drive, Suite E5, Greenville SC 29609 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 100 Station Dr, Suite A-1, Anderson SC 29621 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

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Spend less time paying your bill and more time doing what you love.

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It's Flexible - Use your checking, savings, debit or credit card
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**
Visit: spectrum.net/myaccount
(My Account login required)



Payment Options

Pay Online - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-757-7328.





March 28, 2020

Account Number:
Security Code:

MICHAEL MADDEN
REDACTED
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Messages continued from page 1

Do you own a business? You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. **Call 1-855-339-4509 today for a free, no obligation quote for your business.**

Download the latest version of the My Spectrum App from your device's app store. The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Franchise Administrator - SC Department of Consumer Affairs PO Box 5757 Columbia SC 29250 Phone: (803) 734-4200

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: SALES TAX \$0.85. FEES AND CHARGES: COUNTY E911 SURCHARGE \$0.45, FEDERAL UNIVERSAL SERVICE FUND \$0.78, STATE TRS SURCHARGE \$0.03, STATE UNIVERSAL SERVICE FUND \$0.38.

Spectrum Voice Provider - Spectrum Advanced Services, LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

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March 28, 2020

Account:
Security Code:

Michael Madden

REDACTED

REDACTED



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Download large
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& movies on all
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Enjoy multiplayer
gaming



Connect doorbell
cameras and smart
thermostats



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Get 400 Mbps for just

\$ **20** more
per mo

Want to extend your connection?
Add in-home WiFi for \$5 more/mo.

Upgrade today. Call 1-800-971-8171



Offer good through 05/31/2020, subject to change. Valid to qualified residential customers who have no outstanding obligation to Charter. Available Internet speeds may vary by address. WiFi Equipment, activation and installation fees may apply. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. © 2020 Charter Communications. SA2KF018



April 28, 2020
Account Number:
Security Code:
Service At:

REDACTED
REDACTED
REDACTED
REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 04/28/20 through 05/27/20
details on following pages

Previous Balance	155.77
Payments Received -Thank You!	-155.77
Remaining Balance	\$0.00
Spectrum TV™	53.97
Spectrum Internet™	59.99
Spectrum Voice™	19.99
Other Charges	13.50
Taxes, Fees and Charges	8.32
Current Charges	\$155.77
Total Due by 05/15/20	\$155.77

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 04292020 YNNNNYNN 01 004176 0016

MICHAEL MADDEN

REDACTED
REDACTED



835110002433393800155770

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay)

Planning a move? Make the right move with Spectrum. Our flexible 1-hour service windows respect your time and make installation easy. Transfer your Spectrum services, and we'll have everything connected before you're even unpacked. **CALL 1-844-310-4019 and make the right move.**

LOWER YOUR MONTHLY WIRELESS BILL WITH SPECTRUM MOBILE. Get **FREE** nationwide talk & text, including Canada and Mexico and enjoy coverage from coast to coast. Switch data plans at any time and keep your phone number. 5G now available with Spectrum Mobile. Make the switch to Spectrum Mobile today. **Call 1-844-303-4168 or visit [SpectrumMobile.com](https://spectrummobile.com)**

Own a small business? Many businesses are cutting their Internet & Phone bill in half when they switch to Spectrum Business. **Call 1-866-203-2092 to see how much you could save.**

April 28, 2020

MICHAEL MADDEN

Account Number:
Service At:

REDACTED
REDACTED
REDACTED

Total Due by 05/15/20 **\$155.77**
Amount you are enclosing \$

Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188





Page 2 of 4

April 28, 2020

Account Number: MICHAEL MADDEN
Security Code: REDACTED

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 04292020 YNNNNYNN 01 004176 0016

Charge Details

Previous Balance	155.77
Credit Card Payment 04/12	-155.77
Remaining Balance	\$0.00

Payments received after 04/28/20 will appear on your next bill.

Service from 04/28/20 through 05/27/20

Spectrum TV™

Spectrum TV Select	72.49
Basic TV & Expanded Basic TV Services	
TV Select \$37.99 12mos	-34.50
Digital Receivers and Interactive 2 Receivers at \$7.99 each	15.98
Services	
	\$53.97
Spectrum TV™ Total	\$53.97

Spectrum Internet™

Internet Service	69.99
Internet Discount	-10.00
	\$59.99
Spectrum Internet™ Total	\$59.99

Spectrum Voice™

Phone number REDACTED	
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Voice Discount	-10.00
	\$19.99

Spectrum Voice™ Continued

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total \$19.99

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	13.50
Other Charges Total	\$13.50

Taxes, Fees and Charges

FCC Admin Fee	0.08
Sales Tax	4.25
Franchise Fee	3.99
Taxes, Fees and Charges Total	\$8.32

Current Charges	\$155.77
Total Due by 05/15/20	\$155.77

Messages continued from page 1

Download the latest version of the My Spectrum App from your device's app store. The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Continued on the next page....

Local Spectrum Store: 1042 Woodruff Rd, Greenville SC 29607 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3207 N Pleasantburg Drive, Suite E5, Greenville SC 29609 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 100 Station Dr, Suite A-1, Anderson SC 29621 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**
Visit: spectrum.net/myaccount
(My Account login required)



Payment Options

Pay Online - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-757-7328.





April 28, 2020

Account Number:
Security Code:

MICHAEL MADDEN

REDACTED

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8634 0130 NO RP 28 04292020 YNNNNYNN 01 004176 0016

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Franchise Administrator - SC Department of Consumer Affairs PO Box 5757 Columbia SC 29250 Phone: (803) 734-4200

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: SALES TAX \$0.85. FEES AND CHARGES: COUNTY E911 SURCHARGE \$0.45, FEDERAL UNIVERSAL SERVICE FUND \$0.73, STATE TRS SURCHARGE \$0.03, STATE UNIVERSAL SERVICE FUND \$0.38.

Spectrum Voice Provider - Spectrum Advanced Services, LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



Page 4 of 4

April 28, 2020

Account:
Security Code:

MICHAEL MADDEN
REDACTED
REDACTED

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Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0130 NO RP 28 04292020 YNNNNYNN 01 004176 0016

LOWER YOUR MONTHLY WIRELESS BILL.

Most people can save
over \$700 per year.^^^



What you see is what you pay
No added taxes or fees.



We've got you covered
Enjoy reliable coverage from
coast to coast.



Keep your phone or trade it in
Get a great value for your
trade in, plus a \$100 bonus.

Spectrum mobile™

UNLIMITED DATA PLAN

\$ **45** /LINE
MO^

OR GET OUR
**BY THE GIG
DATA
PLAN**
\$14 /GB ^

NO CONTRACTS

Reply by 06/30/20

FREE nationwide talk and text,
including Canada and Mexico

Switch data plans at any time

Keep your phone number



Save up to 40% on your wireless bill with Spectrum Mobile.^^

Go to SpectrumMobile.com/savingscalculator to see how much you can save.

Spectrum
mobile™

Claim your special offer by 06/30/20

CALL 1-866-914-3047

or visit SpectrumMobile.com

Offer good through 06/30/2020; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Spectrum Internet subscription required. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto-pay required. To access 5G service, 5G compatible phone, Unlimited rate plan, and 5G network connection required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with all 5G networks. If 5G phone not compatible with 5G network or a 5G network is not available in your area, phone will automatically revert to the 4G network. 5G coverage will continue to expand throughout 2020 and beyond. Speeds may vary. Visit Spectrum.com/policies/mobile-terms for full terms and conditions. Bring your own device: valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/byod to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. Trade-In: Promotion requires trade-in of qualifying device, switch to Spectrum Mobile service plan, porting of current number, new phone purchase, and activation. If new phone paid in full, credit applied to purchase. If new phone financed, credit applied to bill in pro-rated increments for the duration of the Device Payment Plan. For details go to mobile.spectrum.com/trade-in-terms for full terms and conditions. Restrictions apply. Subject to change. [^]Unlimited: After 20 GB per line, you may experience reduced speeds for the rest of the bill cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 600 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to Spectrum.com/mobile-broadband. ^{By the Gig}: With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of Service. Each line gets one gigabyte (GB) of data that can be shared among all By the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. For additional details, visit SpectrumMobile.com/support. ^{^^}Savings based on comparison of single line unlimited data plans amongst major national carriers as of 08/27/19. ^{^^^}Based on information provided by more than 140,000 consumers as of 10/16/19. 76% of consumers could potentially save over an average of \$60 a month / \$700 a year by switching to Spectrum Mobile. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2020 Charter Communications. SA3KF04C



SAVE MORE THAN EVER.

When you need it most.



UNLIMITED DATA PLAN

\$ **45** /line
mo[^]

OR GET OUR
**BY THE GIG
DATA PLAN**
\$14 /GB[^]

NO CONTRACTS

NO ADDED TAXES AND FEES

- **FREE** nationwide talk & text, including Canada and Mexico
- Reliable coverage from coast to coast
- Ability to switch data plans at any time
- Keep your phone number



now available with
Spectrum Mobile

Call **1-888-218-5043**

or visit SpectrumMobile.com | Reply by 08/31/20

SA4K1371



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 05292020 NNNNNYNN 01 004613 0018

MICHAEL MADDEN

REDACTED

REDACTED



835110002433393800155770



Page 2 of 6

May 28, 2020

MICHAEL MADDEN

REDACTED

Account:

Security Code:

REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 05292020 NNNNNYNN 01 004613 0018

MORE WAYS TO SAVE

UNLIMITED DATA PLAN

\$ **45** /line mo[^]

NO CONTRACTS
NO ADDED TAXES AND FEES

OR

Using your WiFi more often?

Switch to our **By the Gig** data plan
at any time and pay only for the
data you use.

GET OUR
BY THE GIG DATA PLAN

\$14 /GB[^]

Bring your own phone or trade it in

Keep your number and device
or trade it in and get a credit
toward your new phone



Spectrum delivers fast, reliable speeds

For work calls and video
chats—we've got you covered

Spectrum mobile[™]
SAVINGS  **CALCULATOR**

See how you could save hundreds when you switch to Spectrum Mobile.[™]

Find out how much you could save at SpectrumMobile.com/savingscalculator

Call **1-888-218-5043** or visit SpectrumMobile.com | Reply by 08/31/20

Offer good through 08/31/2020; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Spectrum Internet subscription required. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto-pay required. Bring your own device. Valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/bring to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. [^]Unlimited: After 20 GB per line, you may experience reduced speeds for the rest of the billing cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 600 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to Spectrum.com/mobile-broadband. [^]By the Gig: With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of service. Each line gets one gigabyte (GB) of data that can be shared among all 3y the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. After 5 GB per line, you will experience reduced speeds for the rest of the billing cycle. 4G devices required. For additional details, visit SpectrumMobile.com/support. [^]5G: To access 5G service, 5G compatible phone, Unlimited rate plan, and 5G network connection required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with all 5G network. Not all 5G phone not compatible with 5G network, or a 5G network is not available in your area, phone will automatically revert to the 4G network. 5G coverage will continue to expand throughout 2020 and beyond. Speeds may vary. [^]Savings based on comparison of single-line unlimited data plans amongst major national carriers as of 06/28/19. Data usage limits vary by carrier. [^]Based on information provided by more than 923,000 consumers as of 01/23/20. Results may vary. Not all customers will achieve the same results. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Visit Spectrum.com/policies/mobile/terms for full terms and conditions. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2020 Charter Communications.

CA 1047278



May 28, 2020
Account Number:
Security Code:
Service At:

REDACTED
REDACTED
REDACTED
REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary Service from 05/28/20 through 06/27/20 details on following pages

Previous Balance	155.77
Payments Received -Thank You!	-155.77
Remaining Balance	\$0.00
Spectrum TV™	53.97
Spectrum Internet™	59.99
Spectrum Voice™	19.99
Other Charges	13.50
Taxes, Fees and Charges	8.32
Current Charges	\$155.77
Total Due by 06/14/20	\$155.77

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4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 05292020 NNNNNYNN 01 004613 0018

MICHAEL MADDEN
REDACTED
REDACTED



835110002433393800155770

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay)

Promotion Discount. Thank you for being a customer. We hope you continue to take advantage of all that your services have to offer.

When you signed up for new services, you received a discounted promotional rate on your bill. This promotion is coming to an end beginning with next month's statement.

Thank you again for your business. It is our pleasure to serve you.

PLANNING A MOVE? We can help, and we're ready when you are. Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **Call 1-844-841-7635 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**

May 28, 2020

MICHAEL MADDEN

Account Number:
Service At:

REDACTED
REDACTED
REDACTED

Total Due by 06/14/20 **\$155.77**
Amount you are enclosing \$

Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188





Page 4 of 6

May 28, 2020

Account Number: MICHAEL MADDEN
Security Code: REDACTED

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8634 0130 NO RP 28 05292020 NNNNNYNN 01 004613 0018

Charge Details

Previous Balance	155.77
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Remaining Balance	\$0.00

Payments received after 05/28/20 will appear on your next bill.

Service from 05/28/20 through 06/27/20

Spectrum TV™

Spectrum TV Select	72.49
Basic TV & Expanded Basic TV Services	
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Voice Discount	-10.00
Spectrum Voice™ Total	\$19.99

Spectrum Voice™ Continued

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total **\$19.99**

Other Charges

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Messages continued from page 1

SAVE MORE THAN EVER. When you need it most. Get our Unlimited Plan with **FREE** nationwide talk & text, including Canada and Mexico, reliable coverage from coast to coast, the ability to switch data plans at any time, and keep your phone number. 5G now available with Spectrum Mobile. Call 1-877-617-0240 or visit SpectrumMobile.com

Do you own a business? You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. Call 1-844-929-0019 today for a free, no obligation quote for your business.

Continued on the next page....

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Spend less time paying your bill and more time doing what you love.

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It's Flexible - Use your checking, savings, debit or credit card
It's **FREE** - And helps save time, postage and the environment

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Page 5 of 6

May 28, 2020

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Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

Page 6 of 6

May 28, 2020

Account:
Security Code:

Michael Madden

REDACTED

REDACTED

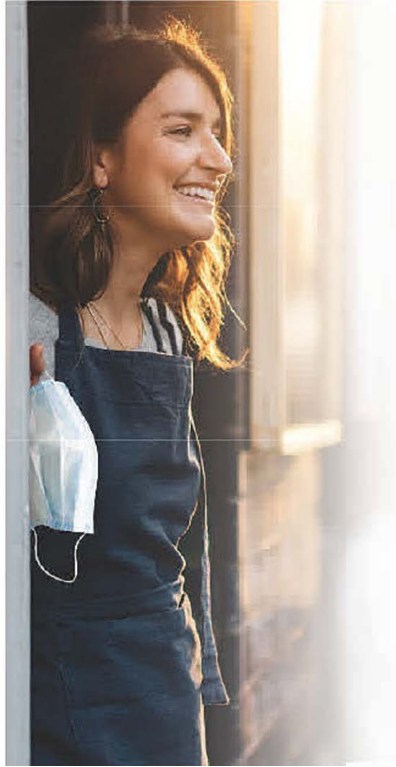


Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 05292020 NNNNNYNN 01 004613 0018



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Because you're here for all of us.

If you own or operate a small business, as you reopen and help our communities and country, we're proud to support you with:

- ✓ Better business solutions
- ✓ The best value available
- ✓ Over 99.9% network reliability[®]



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SPECTRUM BUSINESS INTERNET

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SPECTRUM BUSINESS VOICE

with 35+ advanced calling features.



SPECTRUM BUSINESS TV

with crystal-clear HD channels.

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Get the best value for your business

Call: 1-877-509-9247

©Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be available in all areas. Actual speeds may vary. Advertised speed based on download speed on wired connection. Additional installation fees apply. 99.9% network reliability based on average HFC availability, Jan 2019 - Jan 2020. Visit business.spectrum.com/network-reliability for details. Standard pricing applies after promo period. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo offers not available in all areas. Installation & other equipment taxes & fees may apply. Restrictions apply. Call for details. © 2020 Charter Communications, Inc.

RAP 2005-RA

EX-1000-10

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SAVE MORE THAN EVER.

When you need it most.



UNLIMITED DATA PLAN

\$ **45** /line
mo[^]

OR GET OUR
**BY THE GIG
DATA PLAN**
\$14 /GB[^]

NO CONTRACTS

NO ADDED TAXES AND FEES

- **FREE** nationwide talk & text, including Canada and Mexico
- Reliable coverage from coast to coast
- Ability to switch data plans at any time
- Keep your phone number



now available with
Spectrum Mobile

Call **1-888-218-5043**

or visit [SpectrumMobile.com](https://www.spectrummobile.com) | Reply by 08/31/20

SA4K1371

Spectrum

4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 06292020 NNNNNYNN 01 004369 0017

MICHAEL MADDEN

REDACTED

REDACTED



835110002433393800194514



Page 2 of 6

June 28, 2020

Account:
Security Code:

MICHAEL MADDEN
REDACTED
REDACTED

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0130 NO RP 28 06292020 NNNNNYNN 01 004369 0017

MORE WAYS TO SAVE

UNLIMITED DATA PLAN

\$ **45** /line mo[^]

NO CONTRACTS
NO ADDED TAXES AND FEES

OR

Using your WiFi more often?

Switch to our **By the Gig** data plan
at any time and pay only for the
data you use.

GET OUR
BY THE GIG DATA PLAN

\$14 /GB[^]

Bring your own phone or trade it in

Keep your number and device
or trade it in and get a credit
toward your new phone



Spectrum delivers fast, reliable speeds

For work calls and video
chats—we've got you covered



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See how you could save hundreds when you switch to Spectrum Mobile.[™]
Find out how much you could save at SpectrumMobile.com/savingscalculator

Call **1-888-218-5043** or visit SpectrumMobile.com | Reply by 08/31/20

Offer good through 08/31/2020; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Spectrum Internet subscription required. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto pay required. Bring your own device. Valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/bringyourdevice to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. [^]Unlimited: After 20 GB per line, you may experience reduced speeds for the rest of the billing cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 800 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to Spectrum.com/mobile-broadband. [^]By the Gig: With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of service. Each line gets one gigabyte (GB) of data that can be shared among all By the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. After 5 GB per line, you will experience reduced speeds for the rest of the billing cycle. 4G devices required. For additional details, visit SpectrumMobile.com/support. 5G: To access 5G service, 5G compatible phone, Unlimited rate plan, and 5G network connection required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with all 5G network. Not all 5G phone not compatible with 5G network, or a 5G network is not available in your area, phone will automatically revert to the 4G network. 5G coverage will continue to expand throughout 2020 and beyond. Speeds may vary. [^]Savings based on comparison of single line unlimited data plans amongst major national carriers as of 06/28/19. Data usage limits vary by carrier. [^]Based on information provided by more than 923,000 consumers as of 01/23/20. Results may vary. Not all customers will achieve the same results. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Visit Spectrum.com/policies/mobile/terms for full terms and conditions. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2020 Charter Communications.

CA 10472738



June 28, 2020
Account Number:
Security Code:
Service At:

REDACTED
REDACTED
REDACTED
REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 06/28/20 through 07/27/20
details on following pages

Previous Balance	155.77
Payments Received -Thank You!	-155.77
Remaining Balance	\$0.00
Spectrum TV™	88.47
Spectrum Internet™	59.99
Spectrum Voice™	19.99
Other Charges	13.50
Taxes, Fees and Charges	12.56
Current Charges	\$194.51
Total Due by 07/15/20	\$194.51

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay)

Important Account Update. Thank you for being a customer.

This is just a reminder as you review this month's statement that the promotional period for one or more of your services has now come to an end.

Again, thank you for your business. It is our pleasure to serve you.

PLANNING A MOVE? We can help, and we're ready when you are. Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **Call 1-844-841-7635 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**

SAVE MORE THAN EVER. When you need it most. Get our Unlimited Plan with **FREE** nationwide talk & text, including Canada and Mexico, reliable coverage from coast to coast, the ability to switch data plans at any time, and keep your phone number. 5G now available with Spectrum Mobile. **Call 1-877-617-0240 or visit [SpectrumMobile.com](https://spectrummobile.com)**

June 28, 2020

MICHAEL MADDEN

Account Number:
Service At:

REDACTED
REDACTED
REDACTED

Total Due by 07/15/20 **\$194.51**
Amount you are enclosing \$



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 06292020 NNNNNYNN 01 004369 0017

MICHAEL MADDEN
REDACTED
REDACTED



Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188



835110002433393800194514



Page 4 of 6

June 28, 2020

Account Number: **MICHAEL MADDEN**
Security Code: **REDACTED**

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 06292020 NNNNNYNN 01 004369 0017

Charge Details

Previous Balance	155.77
Credit Card Payment 06/06	-155.77
Remaining Balance	\$0.00

Payments received after 06/28/20 will appear on your next bill.

Service from 06/28/20 through 07/27/20

Spectrum TV™

Spectrum TV Select	72.49
Basic TV & Expanded Basic TV Services	
Digital Receivers and Interactive 2 Receivers at \$7.99 each	15.98
Services	
Spectrum TV™ Total	\$88.47

Spectrum TV™ Total \$88.47

Spectrum Internet™

Internet Service	69.99
Internet Discount	-10.00
Spectrum Internet™ Total	\$59.99

Spectrum Internet™ Total \$59.99

Spectrum Voice™

Phone number REDACTED	
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Voice Discount	-10.00
Spectrum Voice™ Total	\$19.99

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total \$19.99

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	13.50
Other Charges Total	\$13.50

Taxes, Fees and Charges

FCC Admin Fee	0.08
Sales Tax	6.44
Franchise Fee	6.04
Taxes, Fees and Charges Total	\$12.56

Current Charges \$194.51
Total Due by 07/15/20 \$194.51

Messages continued from page 1

Do you own a business? You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. Call 1-844-929-0019 today for a free, no obligation quote for your business.

Download the latest version of the My Spectrum App from your device's app store. The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Continued on the next page....

Local Spectrum Store: 1042 Woodruff Rd, Greenville SC 29607 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3207 N Pleasantburg Drive, Suite E5, Greenville SC 29609 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 100 Station Dr, Suite A-1, Anderson SC 29621 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**
Visit: spectrum.net/myaccount
(My Account login required)

Payment Options

Pay Online - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-757-7328.





Page 5 of 6

June 28, 2020

Account Number:
Security Code:

MICHAEL MADDEN

REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Franchise Administrator - SC Department of Consumer Affairs PO Box 5757 Columbia SC 29250 Phone: (803) 734-4200

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: SALES TAX \$0.85. FEES AND CHARGES: COUNTY E911 SURCHARGE \$0.45, FEDERAL UNIVERSAL SERVICE FUND \$0.73, STATE TRS SURCHARGE \$0.03, STATE UNIVERSAL SERVICE FUND \$0.38.

Spectrum Voice Provider - Spectrum Advanced Services, LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

Page 6 of 6

June 28, 2020

Account:
Security Code:

Michael Madden

REDACTED

REDACTED

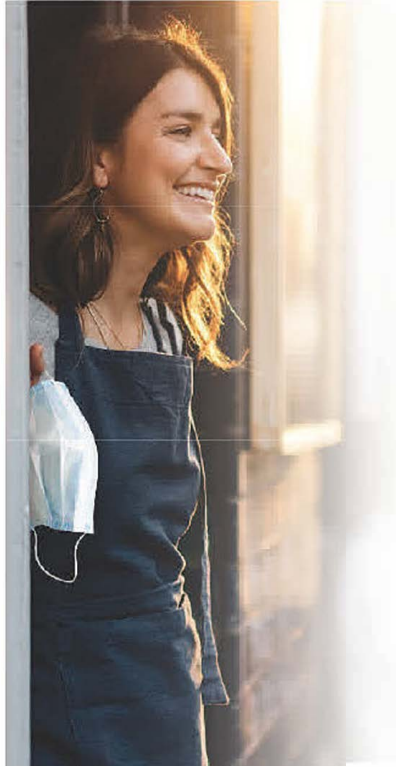


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Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 06292020 NNNNNYNN 01 004369 0017



SMALL BUSINESS OWNERS:

We're here for you.

Because you're here for all of us.

If you own or operate a small business, as you reopen and help our communities and country, we're proud to support you with:

- ✓ Better business solutions
- ✓ The best value available
- ✓ Over 99.9% network reliability[®]



SMARTER SOLUTIONS FOR YOUR BUSINESS



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with fast 200 Mbps starting speeds—up to 940 Mbps.[®]



SPECTRUM BUSINESS VOICE

with 35+ advanced calling features.



SPECTRUM BUSINESS TV

with crystal-clear HD channels.

NO CONTRACTS | NO HIDDEN FEES | NO ADDED VOICE TAXES

Get the best value for your business

Call: 1-877-509-9247

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RAP 2005-RA
EX-1000-AP



July 28, 2020
Account Number:
Security Code:
Service At:

REDACTED
REDACTED
REDACTED
REDACTED

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary Service from 07/28/20 through 08/27/20 details on following pages

Previous Balance	194.51
Payments Received -Thank You!	-194.51
Remaining Balance	\$0.00
Spectrum TV™	58.47
Spectrum Internet™	45.99
Spectrum Voice™	9.99
Other Charges	13.50
One-Time Charges	0.00
Taxes, Fees and Charges	8.92
Current Charges	\$136.87
Total Due by 08/14/20	\$136.87

Thank you for choosing Spectrum.
We appreciate your prompt payment and value you as a customer.

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay)

At Spectrum, we continue to enhance our services in order to offer more of the best entertainment and communication choices, and to deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Programming fees charged by the TV networks we carry are the greatest single factor in higher cable prices, and continue to rise. Despite our best efforts to control these costs, this has resulted in a change in the rates we charge our customers.

Important Billing Update

Effective with your next billing statement, monthly pricing will change as follows:

- Broadcast TV Surcharge will increase by \$2.95. This reflects costs incurred from local Broadcast TV stations.
- Spectrum TV Select will increase by \$1.50.
- If you are currently on a promotion, the increase may not become effective until the end of your promotion period.



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 07292020 NNNYNN 01 000875 0042

MICHAEL MADDEN
REDACTED
REDACTED



July 28, 2020

MICHAEL MADDEN

Account Number: REDACTED
Service At: REDACTED
REDACTED

Total Due by 08/14/20 \$136.87
Amount you are enclosing \$

Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188



835110002433393800136879



Page 2 of 10

July 28, 2020

Account Number: **MICHAEL MADDEN**
Security Code: **REDACTED**

Have questions about your bill?
Visit us at Spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 07292020 NNNYNN 01 000875 0042

Charge Details

Previous Balance	194.51
Credit Card Payment 07/11	-194.51
Remaining Balance	\$0.00

Payments received after 07/28/20 will appear on your next bill.

Service from 07/28/20 through 08/27/20

Spectrum TV™

Spectrum TV Select	72.49
Basic TV & Expanded Basic TV Services	
Ret Select \$30 Off 12m	-30.00
Spectrum Receivers 2 Receivers at 7.99 each	15.98
	\$58.47

Spectrum TV™ Total \$58.47

Spectrum Internet™

Spectrum Internet	65.99
Ret Internet \$20 Off 12m	-20.00
	\$45.99

Spectrum Internet™ Total \$45.99

Spectrum Voice™

Phone number REDACTED	
Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	\$9.99

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total \$9.99

Other Charges

Broadcast TV Surcharge	13.50
Other Charges Total	\$13.50

One-Time Charges

Change Of Service 07/16	0.00
Change Of Service 07/16	0.00
One-Time Charges Total	\$0.00

Taxes, Fees and Charges

FCC Admin Fee	0.08
Sales Tax	4.58
Franchise Fee	4.26
Taxes, Fees and Charges Total	\$8.92

Current Charges \$136.87
Total Due by 08/14/20 \$136.87

Messages continued from page 1

Channel Lineup and Rate Card: To obtain the current channel lineup available in your area, please go to Spectrum.com/channels or contact us at 1-855-707-7328 to request a paper copy be mailed to your home. For a complete listing of services and rates visit www.spectrum.com/ratecard

Billing Statements. Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at 1-855-707-7328.

Continued on the next page....

Local Spectrum Store: 1042 Woodruff Rd, Greenville SC 29607 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3207 N Pleasantburg Drive, Suite E5, Greenville SC 29609 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 100 Station Dr, Suite A-1, Anderson SC 29621 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**
Visit: spectrum.net/myaccount
(My Account login required)



Payment Options

Pay Online - Sign in to Spectrum.net to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-757-7328.





Page 3 of 10

July 28, 2020

Account Number:
Security Code:

MICHAEL MADDEN

REDACTED

REDACTED

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 07292020 NNNYNN 01 000875 0042

Messages continued from page 1

Telecommunications Relay Service (TRS)

The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services. (TRS) TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

PLANNING A MOVE? We can help, and we're ready when you are.

Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **Call 1-844-873-4373 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**

Download the latest version of the My Spectrum App from your device's app store.

The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

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Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Franchise Administrator - SC Department of Consumer Affairs PO Box 5757 Columbia SC 29250 Phone: (803) 734-4200

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: SALES TAX \$0.42. FEES AND CHARGES: COUNTY E911 SURCHARGE \$0.45, FEDERAL UNIVERSAL SERVICE FUND \$0.43, STATE TRS SURCHARGE \$0.03, STATE UNIVERSAL SERVICE FUND \$0.17.

Spectrum Voice Provider - Spectrum Advanced Services, LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



July 28, 2020

Account:
Security Code:

MICHAEL MADDEN

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2020 Annual Privacy Notice

Your privacy is important to Charter. We value the trust you place in us when you subscribe to Spectrum branded cable video, Internet, phone, and/or home security services (collectively, the "Spectrum Services"). We take seriously the responsibility of protecting your privacy and the information we collect about you.

This Annual Privacy Notice describes the types of information we collect; how we use and share that information; and the choices you have regarding such use and sharing. It also describes the legal limitations imposed on our collection, use and sharing of information that personally identifies you; how long we maintain that information; how you may access, review and correct that information; and your rights under federal law and this Annual Privacy Notice concerning such information.

The commitments in this Annual Privacy Notice reflect our core business objective of providing you with the most innovative and superior products and services as possible while, at the same time, offering you choices about how we use information about you to achieve that objective.

We commit to:

- Communicate our privacy practices in a manner that is easily accessible and clearly describes your choices;
- Offer you choices about how we may use your information for our own marketing purposes;
- Not sell your personally identifiable information to anyone for any purpose – this includes our customers' web browsing history, call detail records, and viewing activity;
- Secure your information through the use of reasonable security measures; and
- Give you advance notice of any changes to our privacy commitments and to always post our most current version of the Spectrum Privacy Policy at www.spectrum.com/privacy.

We encourage you to review the full Spectrum Privacy Policy (www.spectrum.com/policies/your-privacy-rights), including the "Your Choices" section, and to contact us if you have any questions.

WHEN THE ANNUAL PRIVACY NOTICE APPLIES

The Annual Privacy Notice only applies to subscribers of one or more of the Spectrum Services provided by Charter Communications Operating, LLC and its subsidiaries. To review the full Spectrum Privacy Policy, please visit www.spectrum.com/privacy.

Depending upon the Spectrum products and services to which you subscribe, parts of this Annual Privacy Notice may not apply to you. For example, if you only subscribe to Spectrum Internet, the sections of this Annual Privacy Notice that discuss Spectrum Voice information will not apply to you. To help clarify some of our more general statements, we provide real-world examples throughout the Annual Privacy Notice of how we collect and use information. These are only examples and may not cover every situation. If you have questions, please contact us.

Some Spectrum products and services may have additional privacy practices that are described in product or service specific sections in the full Spectrum Privacy Policy (www.spectrum.com/policies/your-privacy-rights) or may be provided to you in different ways, such as contracts for Spectrum Enterprise services. To the extent there is an overlap between this Annual Privacy Notice and a product or service-specific privacy notice, the product or service-specific notice or agreement will control with respect to such product or service.

Sometimes you may access websites (e.g., news websites, shopping websites, Internet search engine, etc.) or services (e.g., non-Spectrum email and instant messaging services or video streaming services, gaming services, data storage services, etc.) that we do not own or control through the Spectrum Services. We urge our customers to be careful and aware of the privacy practices of these third parties, because this Privacy Policy **does not** extend to the parties that collect information outside of our control and **does not** cover information that may be collected:

- when you download applications or make purchases from other companies while using our Internet or wireless services;
- when you log-in and access video content provided by a third party through your Spectrum-issued device;
- through any other products, services, websites, or applications, including your interactions with online video and other third party content services, even if you access them through the Spectrum Platform; and
- by devices that are not Spectrum devices, e.g., a tablet, smartphone, or other device that enables you to access the Spectrum products or services, or through a smart television where the manufacturer has directly enabled information gathering capabilities.

You should read the privacy policies for these other products, services, websites, applications and devices to understand their privacy practices; those privacy policies will apply to those third parties' collection of your information, even if access to such content or use of such products or devices requires you to be a Spectrum subscriber; for example, some of the premium streaming services available online that require you to authenticate your subscription using your Spectrum username and password.

HOW WE COLLECT INFORMATION

In order to provide you with our products and services and to keep you informed, we collect a variety of information about you when you interact with us or use our products, services, websites and applications. This information is needed for us to efficiently provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests. For example, in order to provide timely and effective customer service, we keep track of when you called, what the issue was and what is the best way to get in contact with you.

If you are a Spectrum customer and you allow others to access and/or use your accounts, products or services, we will collect information about those users, as well. We may also collect information about you from third parties.

Have questions about your bill?

Visit us at Spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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Information You Provide to Us Directly or When You Create an Account

We collect information you provide to us when you establish as a customer and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number) usernames, passwords, images, voiceprints, and other authenticating information, including other biometric information, associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads you make through a Spectrum product or service, the service options you have chosen, and any customized setting you have created;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information you provide when you enter contests or respond to customer surveys; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, online chat sessions, and through social media.

Information We Collect Automatically and Through Your Use of the Products, Services, Websites and Apps

When you use the Spectrum Services, we automatically collect information, such as:

- information from any device you use when you interact with us, including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating system, and technical configurations of the equipment used with our services, products, websites and applications;
- network traffic data;
- performance and support data; and
- information about your use and the operation of Spectrum products, services, websites, applications, and their features.

The information we collect will depend upon the Spectrum Services to which you subscribe. We limit the use and sharing of such information as described in this Annual Privacy Notice and as required by law. For example, we may collect usage information about:

- the channels, programs, and advertisements to which your device was tuned when you subscribe to our video service in order to provide you video content ("Video Usage Information");
- the websites you visit when you are using the Spectrum Internet, Mobile or WiFi services, in order to provide the service and connect you to the other sites and services you request ("Internet Usage Information");
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls, the number of text messages sent and received, when you subscribe to our phone and/or mobile service ("Call Detail Information"); and
- video footage and alarm settings, when you subscribe to our home security service ("Home Security Usage Information").

If you subscribe to or use services that require us to transfer or store communications such as a Spectrum email account or a Spectrum voice product that includes a voicemail service, it will be necessary for us to collect the content of those communications to provide you with the service you have requested because it is required in order for the services to function. Additionally, we collect the content of any files you store in our cloud storage services and other information when it is necessary to provide you with the products or features of the services you use.

We also collect device information, including your IP address and information about your browser, operating system, and platform type. The collection of this information, including IP addresses and the referring websites, is required in order for us to provide Internet service and for users to communicate with each other and with websites on the Internet.

Location Information

When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time.

When you first visit or use any Spectrum mobile application that collects precise geolocation information to access a Spectrum Service to which you subscribe, we will request permission to collect and use such information. You can prohibit the collection of this information through your device's settings (see "Your Choices") but it may limit certain functions and features of the application.

Information Obtained from Third Parties

We may collect information from third parties for purposes related to delivering the Spectrum Services to you. This includes information to verify information you have provided and from credit reporting agencies to determine your creditworthiness, credit score, and credit usage.

If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

We receive information from content providers and other platform providers when you use your Spectrum account to authenticate your use of Spectrum Services through that provider's platform or device. For example, a Spectrum subscriber to HBO will have access to the HBOGO app on their mobile device. When using that app, the Spectrum subscriber will be required to provide their Spectrum user information to HBO, which then provides that information to Spectrum to confirm that the HBOGO user is a subscriber.

We also obtain additional information from outside sources, such as research consultants and marketing firms. We may collect commercially available demographic information about you or your community available from third parties, such as age, gender, and preferred language. We may also collect commercially available interest data, such as whether you like to travel or are a sports enthusiast.

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July 28, 2020

MICHAEL MADDEN

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HOW AND WHEN WE USE INFORMATION, INCLUDING FOR ADVERTISING

First and foremost, we use the information we collect to provide you with reliable, high quality products and services. We also use the information we collect to communicate with you, make improvements to our products and services, investigate theft and other illegal activities, and personalize your experience, as described below. This may involve linking and combining information about you from across the Spectrum platform of products and services, as well as from third parties ("Combined Information").

To Provide and Improve our Services

We use the information we collect to:

- properly deliver, maintain and improve our products, services, websites and applications;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on de-identified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

To Communicate With You

We use the information we collect to deliver and personalize our communications with you. For example, if you use an interactive or transactional service, e.g., responding to a survey or ordering a pay-per-view event, we will use that information and information from your account to send you billing information, as well as recommendations for additional Spectrum products or services that may be of interest to you and to provide you with a more personalized experience. We may use the information to remind you of a service appointment, to follow up with you after a service request, and to send you important service-related notices and announcements.

We may send you promotional communications for products and services that may be of interest to you through the mail, over our cable system, by phone or SMS, or online. Some of these communications may be directed to you because of the Spectrum services to which you subscribe or your interactions on the Spectrum platform, and some may be directed to you because of your general geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area will receive that promotional communication. This is often called "zone" advertising.

To Create Business and Marketing Reports

We use the information we collect to create business and marketing reports (the "Reports") to provide insights into what products and services our customers are using, how long they are using our products and services, how some of our services are accessed, and what additional products and services may be of interest to our customers. In the video context, for example, these Reports contain information such as channel tuning, the time a channel is changed, when a Spectrum set-top box is "on" or "off", whether a program or commercial was watched to its conclusion or skipped, and whether the content was accessed during its regular airing schedule, from our on-demand service, or through a Spectrum website app, or a third party's platform. We may create similar reports in the phone, broadband, and home security contexts that measure and analyze service usage information, such as the peak times of usage, the amount of bandwidth used, and the amount – but not the content – of data stored on our systems.

We use these Reports for our own internal purposes, such as improving our products and services, determining what content to provide our customers, measuring the effectiveness of our marketing and advertising, and other research and analytics. We may also share these Reports with third parties, as described in "When and With Whom We Share Information." **Any Reports shared with a third party for the third party's own use will only contain de-identified and/or aggregated information; they will not contain information that personally identifies you unless we have your express consent.** You should review the "Your Choices" section of this Privacy Policy to understand the choices you have with respect to the sharing of this information.

Advertising Generally

We use some of the information we collect to make the marketing and advertising you see on the Spectrum Platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. Many of our marketing and advertising activities use information that does not personally identify you, such as your ZIP Code, your IP address, advertiser IDs and other persistent identifiers that are not directly linked to any identifiable information. Some of our marketing and advertising activities, however, do include the use of information that personally identifies you. For example, we use your postal and email address to deliver marketing and advertising to you. We may also use Combined Information to create marketing and advertising campaigns. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

Have questions about your bill?

Visit us at Spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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Addressable Advertising on our Cable System

Some of the advertisements you see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for your permission to take certain actions, like mail you information or allow the advertiser to contact you. In some areas we will be able to address advertisements to your household through our cable system that will be more relevant to your interests based on your Video Usage Information and/or Combined Information. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

Online Advertising and Customization

We may place "cookies" in your browser that contain information about you or your account when you set up a personalized service or customize your settings and preferences on our websites or mobile applications. Cookies enable us to help diagnose problems with our services, control the display of ads, track usage patterns, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services. We do not store sensitive information such as your password, e-mail address or credit card number in cookies.

We use third party service providers to place advertisements for the Spectrum services on the Internet. These providers use standard tracking technologies used by most major websites and mobile applications to collect non-personal information about your visits to our websites and mobile applications, as well as your interaction with our products and services. These providers may also use information about your visits to other sites to send interest-based advertisements for other products and services and to gauge the effectiveness of advertisements. We do not permit these third parties to collect or use information that personally identifies you, such as your name, address, phone number or email address.

WHEN AND WITH WHOM WE SHARE

We share information with others when it is necessary to provide you with Spectrum Services to which you subscribe, and others in the limited circumstances described below. We do not sell or otherwise share information that personally identifies our customers, including their Internet Usage Information, Video Usage Information, or Call Detail Information, to third parties for those third parties' own use, such as marketing or advertising of their own products and services. While we have no plans to do so, if we ever changed this business practice, we would provide customers with advance notice and obtain their express consent.

Account Holders and Other Authorized Users

We may disclose any information about a customer's account and use of a service or feature to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, which may include information about the primary account owner's use of the relevant service.

Charter/Spectrum Related Businesses

We may share information about you with other Charter and Spectrum related companies in order to provide the services to which you subscribe, or to make your Spectrum experience more streamlined, such as through combining account information into a single location for easier access. We may also share information about you with these related companies for their own marketing purposes when we have any necessary consent required to do so.

Service Providers

We may disclose your information to third-party service providers who perform business activities and functions on our behalf to support our interactions with you such as billing and collections, payment processing, analytics and research, marketing, service delivery and customization, maintenance and operations, and fraud prevention. These third-party service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

Governmental Entities or Pursuant to Valid Legal Process

If you subscribe to any Spectrum Services, we may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process. These disclosures may be made with or without your consent and with or without notice, in compliance with the law, including the terms of process.

If you subscribe to Spectrum cable video service and a governmental entity is seeking information about your selection of video programming, the Cable Act requires the governmental entity to obtain a court order. In the proceeding relevant to the issuance of the court order, the government must provide clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the video records sought would be material evidence in the prosecution of the case. You are to be afforded the opportunity to appear and contest the governmental entity's claims in such proceeding.

We may also disclose personally identifiable information about you, without your consent, to protect our Customers, employees, or property; in emergency situations; to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions or policies; and/or as otherwise required by law.

Third Parties

We do not sell or share information that personally identifies our customers with third parties for their own marketing or advertising purposes.

If you subscribe to our telephone service, your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll-free 800, 855, 844, 866, 877 or 888 numbers. But note that Spectrum Mobile does not publish directories of customers' wireless phone numbers and we do not make those numbers available to others for listing in directories.

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July 28, 2020

MICHAEL MADDEN

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Account:

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Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact and provide your consent, we may share your contact information with such advertiser for the purpose of fulfilling your request. We may also share individually de-identified and/or aggregate information, including our business and marketing reports, with third parties for their own purposes.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, as part of the transaction.

WHAT CHOICES YOU HAVE TO CONTROL THE USE OF INFORMATION BY SPECTRUM

You have many choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive promotional emails or text messages. You may visit unsubscribe.spectrum.com to manage your privacy preferences, including:

- to be added to our "Do Not Call," "Do Not Email," "Do Not Mail" or "Do Not Knock" list, which will limit the marketing and advertising messages you receive about Spectrum products and services; and
- to limit our use of Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you as further described in the preference center.

Some of the preferences will only apply when you subscribe to Spectrum services and may require additional account information. If you make changes to your contact information or get a new account, you will need to review and update your privacy preferences.

If you do not have access to Internet service, you may call us at the number provided on your monthly bill statement to be added to any of these lists.

Please note that even if you choose to limit the use of information or communications for marketing and advertising purposes, you will still receive general advertising and zone advertising, in addition to service-related messages.

Location

When you first visit or use a Spectrum application on your mobile device, we will request permission to collect and use your device's precise geolocation. You can choose not to permit the collection of this information, but it may limit certain functions or features of an application. You can manage the collection of your location information through your device's settings.

CPNI

When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services, such as the Spectrum cable video service. If you consent, we may use your CPNI for the duration of such interaction to offer you those additional products and services. If you subscribe to the Spectrum Voice® or Spectrum Mobile service, we would like to use the CPNI information we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you deny or restrict your approval for us to use your CPNI, you will experience no effect, now or in the future, on how we provide any services to which you subscribe.

We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Spectrum Voice® service, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement or visiting our Privacy Preference Page.

HOW WE PROTECT YOUR INFORMATION

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, visit - www.spectrum.com/security or www.OnGuardOnline.gov.

WHAT YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAWS

The Cable Act and Personally Identifiable Information

Section 631 of the federal Cable Act gives a subscriber to the Spectrum Cable Act Services the right to know about the personally identifiable information we collect and how we use it; under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information; how long we maintain personally identifiable information; the limitation on our ability to collect and disclose personally identifiable information collected from the cable system; and a subscriber's rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include de-identified or aggregate data that does not identify a particular person or persons.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information about our subscribers when it is necessary to render the Spectrum Cable Act Services or other services we provide and to detect unauthorized reception or use of the Spectrum Cable Act Services. We may use the cable system to collect personally identifiable information about a subscriber for additional purposes with a subscriber's prior written or electronic consent.

The Cable Act permits us to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided; required by law or legal process; or limited to your name and address under a "mailing list" exception, as described in this Privacy Policy. **At this time, we do not sell**

Have questions about your bill?

Visit us at Spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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or share customer names and addresses with third parties for their own marketing or advertising purposes. If we decide to do this in the future, we will provide you notice and an opportunity to opt-out of such sharing. When a government entity is seeking information about your selection of video programming, you have additional rights as described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of "When We Share Information with Others."

If you subscribe to a Spectrum service that is governed by the Cable Act, we will maintain information that personally identifies you and that is associated with your use of such service for as long as necessary for the purpose for which the information was collected, which may be as long as the duration of your subscription and after you have terminated your subscription, in some instances. For example, we may keep information that personally identifies you as necessary to comply with laws governing our business, such as tax and accounting requirements that require record retention, to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order, or to respond to your inquiries or otherwise communicate with you after you have terminated your subscription. We will destroy or de-identify such information when it is no longer needed for such purposes.

If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. Your Spectrum Residential Services Agreement contains your agreement that, to the extent permitted by law, any claims under the Cable Act may be enforced in arbitration.

The Communications Act and CPNI

Section 222 of the Communications Act provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of the Spectrum telecommunications services, and information about your Spectrum phone service that is contained on your bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number, which is defined by the Communications Act as "subscriber list information" and is not subject to the CPNI protections. However, that information is considered "personally identifiable information," and is subject to the Cable Act protections described above.

If you are a customer of a telecommunications service, you have the right, and we have a duty under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

We strive to keep our records accurate. If any of your information changes, please notify us immediately so we can update our records.

If you subscribe to a service subject to the federal Cable Act's requirements and you would like to see the personally identifiable information we maintain in our business records, please send a written request to your local office or call us at the number provided on your monthly billing statement and we will make an appointment for you to visit during normal business hours. You will only be permitted to examine records that contain personally identifiable information about your account and no other account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request. You may also be able to access certain information about you or your account by contacting one of our customer service representatives at 855-75-SPECTRUM (855-757-7328), or by logging in to your online account.

If you make a written request for a copy of your CPNI, we will disclose the relevant information we have to you at the address we have for your account, or to any person authorized by you, if we reasonably believe the request is valid. For telephone and online access to your CPNI such as outbound call detail records, we require that you first authenticate your identity using a password established using our online system. We generally do not provide our customers with records of calls received, records that are only in our archives, other records that we do not furnish as part of a telephone bill, web-browsing history, IP address logs or any other information that we do not create or maintain in the ordinary course of business unless there is a court order or similar legal process. If there are errors in names, addresses, or telephone numbers in our vendors' directory lists, or if you have been omitted from the directory, the correction cannot be made until the next available publication. Please understand that we may have no control over information appearing in directory lists or provided by directory assistance services which we do not own.

WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at www.spectrum.com. The needs of our customers and the business may change from time to time and, when that happens, we may need to modify this Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, we will notify you in advance through written, electronic or other means, as permitted by law, so that you can make any necessary decisions about your ongoing use of the Spectrum Platform.

HOW TO CONTACT US WITH QUESTIONS ABOUT HOW THIS ANNUAL PRIVACY NOTICE APPLIES

Questions about Spectrum's privacy protections and practices should be sent to:

Charter Communications, Inc.
Attn: Privacy and Cybersecurity Counsel
400 Atlantic Street, 9th Floor
Stamford, CT 06901

You may also contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting our website at www.spectrum.com.

Effective: June 30, 2018

SA5KFMQZ



July 28, 2020

Account:
Security Code:

MICHAEL MADDEN

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Have questions about your bill?

Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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2020 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the cable television services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at www.spectrum.com/policies/terms-of-service. The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at www.spectrum.com/policies/terms-of-service.

SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

You may view pricing and channel line-ups available in your area at www.spectrum.com/Ratecard and www.spectrum.com/Channels. If you have any questions about this notice or would like to receive a paper copy of the rate or channel line-up call Spectrum Customer Service at 855-707-7328. (In Hawaii, call 643-2100 for residential and 643-8510 for business). If you would like more information about Spectrum's services or policies, you have many convenient options: you can visit the Spectrum website at www.spectrum.com for residential customers or www.spectrumbusiness.net for business customers, contact Spectrum Customer Service by telephone for residential customers, or visit the local Spectrum Store. User guides, help videos, troubleshooting steps, and FAQ's for Spectrum's products and services are available at www.spectrum.net/support or www.spectrumbusiness.net/support.

SPECTRUM TV™ PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational and government access channels. All such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, hundreds of channels, HD programming, popular movies, sports programming, news, thousands of On Demand shows, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's cable TV products and services can be found at www.spectrum.com/cable-tv.html.

SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at www.spectrum.com, by telephone, or at the local Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this

may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its employees to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit <https://www.spectrum.net/page/self-installation-help/> for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls, including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system there will be no charge for the service call. In all other cases, including without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with the cable or abuse of Spectrum's equipment, a service charge may be assessed.

HOW TO USE SPECTRUM TV™ SERVICES

There are several available options and devices that will provide customers access to Spectrum's video services. In addition to the Spectrum receiver, customers can watch Spectrum TV on Apple TV, Samsung Smart TV, Roku, Xbox One, computers/laptops, tablets and smartphones. Customers may receive Spectrum receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit www.spectrumtv.com for more information, and for customer account information and other features available, visit www.spectrum.net.

REMOTE CONTROLS: The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit www.spectrum.net/remotes for a complete list of remote controls and instructions.

ADDITIONAL EQUIPMENT THAT MAY BE NEEDED TO ACCESS PROGRAMMING: A Spectrum-issued digital receiver or CableCARD device(s) may be required to view programming channels for an additional charge. For more information about CableCARDS, visit www.spectrum.net/support/tv/about-cablecards/.

PARENTAL CONTROLS: A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information visit www.spectrum.net/support/internet/about-parental-controls/.

ACCESSIBILITY FEATURES: Regardless of physical, sensory, or cognitive disabilities, constraints, or technological barriers, Spectrum provides its customers access to and support for our services. For customers with a hearing impairment, Spectrum offers features like Closed Captioning, Caller ID on TV, TTY and TRS. For customers with a visual impairment, Spectrum offers braille and large print documents, large-button remotes, descriptive video services (via set-top box and mobile devices) and guide narration. All



July 28, 2020

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of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Specialized customer support for these and other accessibility features is available at (844) 762-1301 or www.Spectrum.net/page/accessibility.

BILLING PROCEDURES

PAYMENT OF CHARGES: Customers will be billed monthly, in advance, for services to be received, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service, (b) confirmed delivery of service equipment, (c) 8 days after customer's placement of a service order or (d) shipment of devices or equipment. Customer will be billed monthly in arrears for all services used including without limitation, Pay-Per-View, On Demand, per unit or minute usage charges, roaming, or other services ordered where charges are based on actual usage or on orders placed during the previous month. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit www.spectrum.com/policies/terms-of-service. Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

SPECTRUM 30-DAY SERVICE GUARANTEE: New cable TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions visit <https://www.spectrum.com/policies/guarantee-new.html>. Separately, for information concerning equipment returns visit www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy.

SERVICE BUNDLE DISCOUNTS: Spectrum reserves the right to offer and customer may elect to subscribe to a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

MONTHLY SUBSCRIPTION SERVICES: Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee", customer shall be responsible for the full monthly charge (without pro-ration) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month, and for charges for per program, Pay-Per-View, On Demand, per event or program cable services ordered or per unit or minute usage charges,

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or roaming used by the customer or other services ordered where charges are based on actual usage or on orders placed during the previous month.

CORRESPONDENCE: Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

LATE FEE: A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

ONLINE AND PAYMENTS BY PHONE: The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

BILLING DISPUTES: Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

DISRUPTION OF SERVICE: Any customer should notify Spectrum as soon as possible of a service outage. Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g. actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.



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- Maine: If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6 pm and 12 am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT: A customer may terminate service at a local Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

COMPLAINT PROCEDURES

Spectrum strives to expeditiously resolve any complaints concerning its service. Spectrum has trained employees available to answer questions, and technical personnel will be dispatched as warranted. Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers. If a complaint remains

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unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or consult the local franchise authority listed on the back of your monthly billing statement or contact the state agencies listed below. States listed below also provide contact information.

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at: https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav_GID=1975 and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).
- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, online at Consumer.meditation@maine.gov, or in writing at 6 State House Station, Augusta, ME 04330.
- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or <https://www.michigan.gov/mpsc>.
- New York customers may request assistance from the New York Department of Public Service. They may be contacted at <http://www.dps.ny.gov>, Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at <https://www.ncdoj.gov/cable>.
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to PSD.consumer@vermont.gov or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.



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Account: MICHAEL MADDEN
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IMPORTANT INFORMATION ABOUT SPECTRUM VOICE® 911 SERVICES & BATTERY BACKUP

To help you quickly respond to emergencies, Spectrum provides emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services – fire, police, or ambulance – just dial the familiar digits “9-1-1,” using your Spectrum Voice Service. Your call will be routed directly to a public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you – your telephone number and address are electronically sent to the operator the moment your call goes through.

Spectrum provides Voice Service in your home using a Multimedia Terminal Adapter (MTA), or a telephone modem, that requires electrical power. Your Spectrum Voice Service equipment will not work in the event of a power outage unless you have a backup power source on your premises. An MTA may also accept a battery for use as a backup power source. For information on the MTA or telephone modem used in your home, please refer to the Spectrum website [Spectrum.net/support/voice/phone-modems/](https://spectrum.net/support/voice/phone-modems/). If you lose power to your MTA or telephone modem you will not be able to make or receive calls, including 911 calls, unless a battery-capable MTA is installed and a battery has been purchased and placed into the MTA.

Additionally, cordless telephones and other non-MTA equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your MTA battery cannot be used to power these devices. Accordingly, to maintain power to telephone line devices other than the MTA, you must have batteries compatible with those devices that would allow them to function for a period of time without electricity to your residence.

You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive. You are also responsible for the purchase of the MTA backup battery or replacement battery for which you will incur a one-time charge of \$60.00 for each battery ordered. If you would like information about your MTA or backup battery, including ordering an initial battery or extra batteries, costs, the MTA manufacturer or upgrading your MTA to a model that includes a slot for a backup battery, you should contact a Spectrum Representative at the toll free number listed on your bill. Alternatively, you can power your MTA using a commercially available uninterruptible power supply. You can contact Spectrum Customer Care for more information about an uninterruptible power supply.

Spectrum offers two backup battery options. They are designed only to power your MTA to enable calling, including 911 calling, for up to eight or twenty four hours of standby time and approximately five hours of talk time, in the event of a power outage – depending on the option you choose.

You are also responsible for monitoring the status of the backup battery and for ensuring that the battery is charging normally. If the MTA loses electric power the battery will need to be re-charged when power is re-established. If your location previously had Spectrum Voice Service with a backup battery you are still responsible for battery monitoring and replacement of the battery at your cost.

Battery Backup options are:

Battery Backup Options		
	8 Hour	24 Hour
One-Time Cost/Fee	\$60	\$60
Life Expectancy	6 - 10 years	5 years
Battery Status Light Conditions	<ul style="list-style-type: none">1) If the status light is green and flashing, this means that the installed battery is operational2) A steady green light represents a fully charged battery; this typically takes a few hours after initial power-up.3) An amber light signifies that the battery will not hold a charge or cannot be charged. If the unit displays an amber light, the battery should be replaced.4) If there is no light a battery may not be installed properly or the battery is running during a power outage.	<ul style="list-style-type: none">1) If the status light is blue and flashing, this means that the installed battery is operational2) A steady blue light represents a fully charged battery; this typically takes a few hours after initial power-up.3) A red light signifies that the battery will not hold a charge or cannot be charged. If the unit displays a red light, the battery should be replaced.4) If the battery LED shows solid blue “battery” text on your device, the battery may not be installed properly or the battery is running during a power outage.

The backup battery or extra batteries, can safely be stored within the following temperature range: -4°F to 140°F (-20°C to 60°C). Importantly, storage of backup batteries above 77°F (25°C) is not recommended and will significantly reduce the life of the battery.

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow the Company access to the power supply, if necessary. In the event of a power failure, no allowance is made for interruption of service and the Company shall not be held liable for such an interruption of service. Nor shall the company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. Because you are responsible for monitoring and replacing your backup battery, the Company shall have no liability for failure of a backup battery to provide adequate power during a power outage.

Battery Warranty: If you purchase your battery from Spectrum and it is defective, Spectrum will replace it for up to one year from the date of purchase.

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August 28, 2020

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Offer good through 10/31/2020; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Spectrum Internet subscription required. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto-pay required. Bring your own device: Valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/byod to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. Trade-In: Promotion requires trade-in of qualifying device, switch to Spectrum Mobile service plan, porting of current number, new phone purchase, and activation. If new phone paid in full, credit applied to purchase. If new phone financed, credit applied to bill in pro-rated increments for the duration of the Device Payment Plan. For details go to mobile.spectrum.com/trade-in-terms for full terms and conditions. Restrictions apply. Subject to change. **Unlimited:** After 20 GB per line, you may experience reduced speeds for the rest of the bill cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 600 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to Spectrum.com/mobile-broadband. **By the Gig:** With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of Service. Each line gets one gigabyte (GB) of data that can be shared among all By the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. After 5 GB per line, you will experience reduced speeds for the rest of the bill cycle. 4G devices required. For additional details, visit SpectrumMobile.com/support. **5G:** To access 5G service, 5G compatible phone, Unlimited rate plan, and 5G network connection required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with all 5G networks. If 5G phone not compatible with 5G network or a 5G network is not available in your area, phone will automatically revert to the 4G network. 5G coverage will continue to expand throughout 2020 and beyond. Speeds may vary. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. Visit Spectrum.com/policies/mobile-terms for full terms and conditions. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2020 Charter Communications.

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August 28, 2020
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Security Code:
Service At:

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Summary

Service from 08/28/20 through 09/27/20
details on following pages

Previous Balance	136.87
Payments Received -Thank You!	-136.87
Remaining Balance	\$0.00
Spectrum TV™	59.97
Spectrum Internet™	45.99
Spectrum Voice™	9.99
Other Charges	16.45
Taxes, Fees and Charges	9.46
Current Charges	\$141.86
Total Due by 09/14/20	\$141.86

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0130 NO RP 28 08292020 NNNNNYNN 01 004781 0018

MICHAEL MADDEN

REDACTED
REDACTED



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SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit Spectrum.net/autopay

New Spectrum Store. On or about Thursday, September 10, 2020, a new Spectrum Store will open at 241 Rolling Hills Circle, Easley, SC 29640. The store hours will be Monday – Saturday 10:00AM – 8:00PM and Sunday 12:00PM – 5:00PM. Customers may visit the store to learn about Spectrum products, including our new Spectrum Mobile service, pay a bill and pick up or return equipment. Additional support is available at Spectrum.com/stores.

PLANNING A MOVE? We can help, and we're ready when you are. Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. Call 1-855-241-3407 or visit Spectrum.com/easymove

August 28, 2020

MICHAEL MADDEN

Account Number:
Service At:

REDACTED
REDACTED
REDACTED

Total Due by 09/14/20 **\$141.86**
Amount you are enclosing \$

Please Remit Payment To:

SPECTRUM
PO BOX 94188
PALATINE IL 60094-4188





Page 4 of 8

August 28, 2020

Account Number: MICHAEL MADDEN
Security Code: REDACTED

Have questions about your bill?
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0130 NO RP 28 08292020 NNNNNYNN 01 004781 0018

Charge Details

Previous Balance	136.87
Credit Card Payment 08/13	-136.87
Remaining Balance	\$0.00

Payments received after 08/28/20 will appear on your next bill.

Service from 08/28/20 through 09/27/20

Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Ret Select \$30 Off 12m	-30.00
Spectrum Receivers 2 Receivers at 7.99 each	15.98
	\$59.97

Spectrum TV™ Total \$59.97

Spectrum Internet™

Spectrum Internet	65.99
Ret Internet \$20 Off 12m	-20.00
	\$45.99

Spectrum Internet™ Total \$45.99

Spectrum Voice™

Phone number REDACTED	
Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	\$9.99

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total \$9.99

Other Charges

Broadcast TV Surcharge	16.45
Other Charges Total	\$16.45

Taxes, Fees and Charges

FCC Admin Fee	0.08
Sales Tax	4.86
Franchise Fee	4.52
Taxes, Fees and Charges Total	\$9.46

Current Charges \$141.86

Total Due by 09/14/20 \$141.86

Messages continued from page 1

EXCLUSIVE SAVINGS JUST FOR YOU! UNLIMITED DATA PLAN NO CONTRACTS • NO ADDED TAXES AND FEES FREE nationwide talk & text, including Canada and Mexico. Reliable coverage from coast to coast. Switch data plans at any time and keep your phone number. CALL 1-855-277-9658 or visit SpectrumMobile.com

Do you own a business? You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, Voice, and TV solutions at the best price. Call 1-855-897-9871 today for a free, no obligation quote for your business.

Download the latest version of the My Spectrum App from your device's app store. The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

Billing Information

Continued on the next page....

Local Spectrum Store: 1042 Woodruff Rd, Greenville SC 29607 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3207 N Pleasantburg Drive, Suite E5, Greenville SC 29609 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 100 Station Dr, Suite A-1, Anderson SC 29621 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**

Visit: spectrum.net/myaccount

(My Account login required)



Payment Options

Pay Online - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-757-7328.





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August 28, 2020

Account Number:
Security Code:

MICHAEL MADDEN

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8634 0130 NO RP 28 08292020 NNNNNYNN 01 004781 0018

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 1-855-707-7328 or email closedcaptioningsupport@charter.com.

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email closedcaptioningissues@charter.com.

Franchise Administrator - SC Department of Consumer Affairs PO Box 5757 Columbia SC 29250 Phone: (803) 734-4200

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: SALES TAX \$0.42. FEES AND CHARGES: COUNTY E911 SURCHARGE \$0.45, FEDERAL UNIVERSAL SERVICE FUND \$0.43, STATE TRS SURCHARGE \$0.03, STATE UNIVERSAL SERVICE FUND \$0.17.

Spectrum Voice Provider - Spectrum Advanced Services, LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

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August 28, 2020

Account:
Security Code:

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11 ACTION-PACKED CHANNELS

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SPORTS PACK



GET IT ALL FOR JUST

\$5 /MO
MORE



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Visit [Spectrum.com/sportspack](https://www.spectrum.com/sportspack)

Offer good through 10/31/2020; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Qualifying video service required. Taxes, fees and surcharges (cost surcharge up to \$16.43/mo.) extra and subject to change during and after the term. Installation, equipment and additional services are extra. Your first month's billing may be prorated to reflect a partial month of billing. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. All trademarks are the property of their respective owners. © 2020 Charter Communications.

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August 28, 2020

Account:
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RELIABLE VOICE

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Over 99.9% Network Reliability[§]

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See how much your business can save.

Call: (855) 862-0605

Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. □Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be avail. in all areas. Actual speeds may vary. Advertised speed based on download speed on wired connection. Additional installation fees apply. \$99.9% network reliability based on average HFC Availability, Jan 2019 - Mar 2020. Visit business.spectrum.com/network-reliability for details. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment, taxes & fees may apply. Restrictions apply. Call for details. © 2020 Charter Communications, Inc.

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August 28, 2020

Account:
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Or, call us at 855-75-SPECTRUM (1-855-757-7328)

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